UW - STOUT

UNIVERSITY OF WISCONSIN-STOUT

INFORMATION TECHNOLOGY

2019 – 2022 STRATEGIC PLAN

Table of Contents

Letter from the CIO

Information Technology (IT) is integral to the mission of UW Stout, especially since we identify ourselves as a polytechnic and laptop campus. The 2019 IT Strategic Plan will help guide the focus of information technology over the next 3-5 years at UW-Stout. It is our intent that IT initiatives in this plan align with campus wide strategic planning and that they are impactful in teaching our students, supporting our faculty and improving business processes moving forward. Customer service, communication and training were areas we clearly heard our campus ask for a stronger investment and focus.

The Educause Top 10 IT Initiatives identified for 2019 focus on three areas; IT as an institutional leader and change agent, funding, and having a data enabled institution. These three areas break down into ten specific themes for IT including:

1. IT Security Strategy
2. Student Success
3. Privacy
4. Student Centered institution
5. Digital integration
6. Data enabled institution
7. Sustainable funding
8. Data management and governance
9. Integrative CIO
10. Higher Ed affordability

These themes have a strong connection to what we heard from our campus as we hosted 20 campus listening sessions with our campus community. From the listening sessions, our IT Strategic Planning Advisory group developed 6 areas of focus goals. You will see these goals highlighted in this document.

The plan draws upon the University's Strategic Plan, IT priorities across campus and UW System, key IT trends in higher education and industry, and an analysis of current IT operations. This IT Strategic Plan is a working guide to leverage reliable and emerging technologies and information resources to support the mission of the University. It is our template as we focus on addressing intuitional challenges and opportunities. It's always a struggle to balance the operational support of the campus, along with innovation and maintain a customer focus. We will need to continue to realign our resources and, in some cases, identify additional resources to meet some of the strategies and projects identified in the plan.

I'd like to thank the IT Strategic Planning Advisory group, my Learning and Information Technology Leadership team, the PARQ office and others that assisted with developing this plan. Also, thank you to the faculty, students, staff and administrators who provided valuable input for this information technology plan and attended our campus wide listening sessions. We gathered 1000+ comments and met with over 300 individuals in addition to an online survey. Your perspective provided critical expertise and insight into how we move forward.

Sue Traxler

Assistant Chancellor for Learning and Information Technology/CIO

Executive Summary

The University of Wisconsin-Stout Information Technology Strategic Plan is the synthesis of a collaboration between the campus community and the Learning and Information Technology Department. An effective IT strategic plan accounts for the unique character of an institution, say a Polytechnic institution, and applies the constructs of governance, industry-knowledge, and best-practices to support and empower the goals of the institution. Here at Stout, Information Technology is a critical component in how we support our faculty, students, and staff on and off campus. As IT works collaboratively with the campus community to understand the challenges that face our faculty, staff, and students, we will work to produce high quality services designed to meet and exceed the expectations of the campus community. The services could include UW System shared services, collaboration with other institutions, cloud solutions, and additional resources that meet the needs of UW-Stout.

Learning and Information Technology Mission, Vision and Values

Our Mission

Learning and Information Technology is UW-Stout's steward of technology in support of education. We are committed to providing and maintaining secure, high-quality, reliable, and flexible solutions in alignment with UW-Stout's mission and vision.

Vision

Learning and Information Technology will provide strategic, innovative technology solutions to advance teaching, learning and administrative practices and act as trusted partner, advisor, and leader in the Stout community.

Values

We value our staff and the people we serve and strive to provide excellent customer service through:

Customer Service - Anticipating and responding to our customer needs in a consistent and timely manner

Communication - Building a collegial and trusting environment through open, honest, and ongoing dialogue

Collaboration - Create models of collaboration to work with the campus community that leverage resources and address priorities

Leadership - Guiding the campus as our technology landscape evolves

Reliability - Providing reliable information resources and a secure technology infrastructure

Stewardship – Identify and support efficiencies, fiscal responsibility, and continuous improvement

Process

The IT strategic planning began in October 2017 with the formation of an IT strategic planning advisory group comprised of faculty, staff, and students. Learning and Information Technology hosted a series of approximately 20 campus listening sessions, beginning in February 2018 and concluding in April 2018. The listening sessions were open to all stakeholders and a consistent set of eight prompts were used to guide the listening sessions. More than 1,200 responses were recorded and grouped into common themes. Those themes were presented to the IT Strategic Planning group for discussion and analysis. Six common themes emerged and are summarized below and identified as strategic goals.

IT Strategic Goals

Using the feedback from our campus community, our core values and six common themes as a guide, we have developed a strategic plan that focuses on six overarching goals, their objectives and the key action steps for achieving the objectives.

COMMUNICATION AND TRAINING

Communication is a key component in the successful delivery of technology services. At UW-Stout we want to ensure that IT service and project communications are well coordinated, accurate, consistent, timely and responsive to the needs of intended audiences. In addition, a component of clear communication is providing training through high-quality learning activities, coaching and resources that meet the unique needs and expectations of all learners.

INFRASTRUCTURE

The IT infrastructure at UW Stout is the foundation and backbone of all technology services. Our goal is to build and maintain a sound, advanced, secure, and productive information technology infrastructure (including but not limited to facilities, hardware, networks, and software) capable of providing reliable, effective and sustainable services to all students, faculty, and staff throughout the institution, including remote university members.

INNOVATION

UW-Stout values the pursuit of innovation, technology and sustainability with a constant eye to the future and we want to support the University's mission by encouraging and promoting new and transformative technologies.

SECURITY

Data privacy and security are foundational elements of a secure technology landscape. We strive to provide reliable, secure, student-centered delivery of services to the campus community. It is also critical to provide all users a comprehensive range of resources, trainings, and services to build their awareness and capacity to follow security policies and procedures effectively.

SERVICE

Responsive and knowledgeable support is critical to providing excellent customer service to all users of technology at UW-Stout. As we strive to improve our customer experience, we work to be proactive, providing resources, coaching, and just-in-time instruction to help users use technologies in their unique environments.

TEACHING AND LEARNING

Teaching and learning are at the core of UW-Stout's mission and vision. Our vision is to provide leadership and guidance to the campus in technology implementation and utilization to effectively enhance teaching, learning, research and administrative outcomes. We are committed to helping empower students to achieve academic success by ensuring the infrastructure, tools, and software are available to support the variety of learning opportunities available to students in a digital learning environment.

Strategic Goal 1

COMMUNICATION AND TRAINING

Foster an environment that promotes effective internal and external communication that ensures service and project communications are well coordinated, accurate, consistent, timely and responsive to the needs of intended audiences. Providing training through high-quality learning activities and resources that meet the unique needs of all learners.

Objective 1.1. Leverage StoutCloud, social media, and mobile technologies to provide effective and consistent content delivery.

1.1a Identify a prioritization system for communications to ensure that information is delivered to the right person at the right time.

1.1b Provide regular and consistent communication to address timely and relevant topics.

1.1c Engage with different audiences on campus through more social media communication tools.

Objective 1.2. Increase the capacity for all staff to improve their professional practice through ongoing coaching and relevant staff development using a variety of delivery options.

1.2a Provide and promote professional learning opportunities to all faculty and staff in a variety of ways to meet their unique needs.

1.2b Develop quality training modules that can be delivered through multiple delivery options.

1.2c Enhance the IT consultant program to include all campus departments.
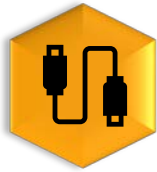
1.2d Develop a training plan to allow consultants to meet the IT Consultant program expectations.

1.2e Build stronger training skills for IT employees through training and professional development.

1.2f Improve on-boarding process for new faculty and staff relative to IT training and needs.

Strategic Goal 2

INFRASTRUCTURE

Build and maintain a sound, advanced, secure, and productive information technology infrastructure (including but not limited to facilities, hardware, networks, and software) capable of providing reliable, effective and sustainable services to all students, faculty, and staff throughout the institution, including remote university members.

Objective 2.1: Establish a sustainable, secure, compliant, robust and reliable IT infrastructure that enables a consistent technology experience for all users.

2.1a Assess wireless coverage and identify and fill in gaps.

2.1b Evaluate the configurations and implement quality of service measures to optimize network efficiency.

2.1c Develop a strategy for integration of personally owned devices to provide secure and effective access to enterprise data and services.

2.1d Develop a cloud computing strategy based on benefits, return on investment, security, and data privacy risks.

2.1e Achieve efficiencies in providing IT services leveraging shared services, virtualization and cloud-based technologies where and when appropriate.

2.1f Begin the migration of on premises infrastructure to a cloud hosted environment.

Objective 2.2: Achieve efficiencies in providing IT services leveraging virtualization and cloud-based technologies where and when appropriate

2.2a Continue communication and training efforts to demonstrate the capabilities of the voice solutions.

2.2b Increase awareness of the value of proactively working with IT when considering new technology purchases.

Strategic Goal 3

INNOVATION
Value the pursuit of innovation, technology and sustainability with a constant eye to the future. Support the University's mission by encouraging and promoting new and transformative technologies.

Objective 3.1 Advance the academic mission of the University through innovative and effective technologies, resources and services.

3.1a Develop a structure for promoting and supporting innovation.

3.1b Develop a roadmap to guide faculty and student adoption of innovative technology.

3.1c Keep core systems modernized to enhance and maximize user experience.

3.1d Investigate solutions towards providing a "single pane of glass" experience for employees and students to be able to use one system to interface with many.

Objective 3.2 Foster a mindset of technology innovation and collaboration to leverage ideas.

3.2a Pursue and encourage internal and external grant writing for innovative projects.

3.2b Develop an innovation grant program for faculty.

3.2c Build a culture of innovation and exploration across both IT and our faculty.

3.2d Provide training and professional development opportunities around innovative initiatives.

Strategic Goal 4

SECURITY

Provide reliable, secure, student-centered delivery of services to the campus community. Provide all users a comprehensive range of resources, trainings, and services available to build their awareness and capacity to follow security policies and procedures effectively.

Objective 4.1. Strengthen the overall data security posture by enhancing business practices to ensure consistent data security practices are in place throughout the community.

4.1a Provide guidelines for purchasing systems that follow campus security policies.

4.1b Implement a data governance structure for the management and documentation of campus data.

4.1c Develop a process for the management of non-standard accounts.

Objective 4.2. Implement privacy and security tools to protect the identities of campus users and moderate and high-risk data.

4.2a Implementation of multi-factor authentication for access to high risk data.

4.2b Deployment of advanced phishing and malware detection and suppression tools to decrease the number of compromised accounts.

4.2c Implement a log aggregation tool to better track and investigate security vulnerabilities and incidents.

4.2d Evaluate and implement a software and asset management tool to gain a better insight into potential vulnerabilities.

4.2e Research and implement a privileged access management tool

Objective 4.3. Design and implement ongoing data security awareness campaigns for all levels of the University community.

4.3a Educate faculty and staff regarding the value and importance of security compliance along with the expectations, practices, and policies in support.

4.3b Increase participation in security awareness offerings.

4.3c Partner with the campus to explore creative opportunities to develop a comprehensive and ongoing security campaign.

4.3d Explore appropriate channels to inform and educate students about information security.

Strategic Goal 5

SERVICE

Provide responsive technical and instructional support to all users of technology at UW-Stout. Work to be proactive by providing resources, coaching, and just-in-time instruction to help users use new technologies in their unique environments.

Objective 5.1. Improve our customers' understanding of the services and support available.

5.1a Increase awareness of IT consultant program and the services that the program provides.

5.1b Create a marketing plan for the faculty/staff and events loaner.

5.1c Increase awareness of the value of proactively working with IT when considering new technology purchases.

5.1c Improve the branding of the LIT department and technology helpdesk.

5.1d Establish a project process that enables effective project planning, resource management, status transparency and successful project delivery.

5.1e Consider alternative helpdesk locations

Objective 5.2. Establish service management and communication processes to facilitate transitions and routine activities

5.2a Create processes and procedures to improve end user experience.

5.2b Improve the IT on-boarding process.

5.2c Update and standardize KnowledgeBase articles

5.2d Create an implementation plan for faculty/staff laptop purchases including an evaluation of the need for choice, standard laptop models, stakeholder analysis, annual review process, and a marketing plan

Objective 5.3. Ensure a strong, knowledgeable IT workforce capable of achieving the information technology goals

5.3a Evaluate tier 1 support for technical, troubleshooting, communication, and customer service skills and then develop a training plan.

5.3b Evaluate student worker program to identify training needs and opportunities for expansion

5.3c Evaluate training needs for the consultants (soft & tech skills)

Strategic Goal 6

TEACHING AND LEARNING

Provide leadership and guidance to the campus in technology implementation and utilization to effectively enhance teaching, learning, research and administrative processes. Empower students to achieve academic success by ensuring the infrastructure, tools, software and support are available to support the variety of learning opportunities available to students in a digital learning environment.

Objective 6.1: Improve support of faculty in the creation, implementation, and use of effective and innovative teaching techniques through technology.

6.1a Implement standardized classroom technology in instructional spaces.

6.1b Provide documentation, training and support of classroom technology.

6.1c Explore and develop a plan to utilize alternative, non-traditional, and virtual environments.

6.1d Coordinate with campus stakeholders to create a support system enabling instructors to teach quality online courses.

Objective 6.2: Provide technologies and processes that enhance the learning experience of students.

6.2a Create a gap analysis to determine student printing needs.

6.2b Work with campus stakeholders to address identified student printing needs.

6.2c Evaluate the function, audience and purpose of the eStout program and how it supports teaching and learning.

6.2d Evaluate the function, audience and purpose of campus computer labs and their support of teaching and learning.

Action Plan

The LIT leadership team developed an action plan which embeds the objectives and action steps, as well as timelines, resources needed, and anticipated visible results of implementation. This action plan will be a living document, with the intention to regularly review and update it as we work to implement the IT Strategic plan in the upcoming three years. *See Appendix 1: Action Plan*

Sharing and Communicating

Following the review of the IT Strategic Plan by the IT Strategic Planning Advisory, the LIT Department and UW-Stout's Cabinet, we will begin sharing the final plan with our stakeholders on campus. During the 2019 Spring term, we will present the Strategic Plan to the following groups on Campus:

- Academic Staff Senate
- Faculty Senate
- University Staff Senate
- Student Senate
- Strategic Plan Group (SPG)
- Emerging Technology Group
- LIT Advisory Committee

In addition, the Strategic Plan will be shared in a variety of ways including the IT Connections group, our monthly newsletters, UW-Stout Today and social media. A strategic plan website will also be created and will include our goals, objectives and action steps.

Review Process

The IT Strategic Action Plan will be reviewed on a regular basis and the Learning and Information Technology Leadership team will monitor progress toward the established goals and objectives. Teams within the LIT department will identify projects and timelines to meet these goals and will provide status updates to our stakeholders. Planned updates include:

- Yearly review of action plan with IT Leadership
- Periodic and regular updates to all IT Staff
- Update action steps with progress to date and share with LIT Advisory Committee once a year
- CIO regular updates to the Chancellor's Cabinet

Acknowledgements

IT Strategic Plan Advisory Committee

Kathleen Brock, CEHHHS

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Jo Johnson, Human Resources

Riley Kangas, Student Representative

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Grady Richartz, Campus Card

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Bob Meyer, Chancellor

Gretchen Metzler, Program Assistant

Appendix 1: Action Plan

Communication and Training			
Objectives & Action Steps	**Time Frame**	**Resources needed**	**What will be visible results of implementation?**
Objective 1.1. Leverage StoutCloud, social media, and mobile technologies to provide effective and consistent content delivery			
1.1a Identify a prioritization system for communications to ensure that information is delivered to the right person at the right time.	Spring 2019	• Leadership Input	• A completed plan that includes a prioritization system
1.1b Provide regular and consistent communication to address timely and relevant topics.	Ongoing	• Communication Plan • Communication Tools • Project Leader Updates	• Monthly Newsletters • Responsive communication • Communication timeline for projects
1.1c Engage with different audiences on campus through more social media communication tools.	Ongoing	• Communication Coordinator • Student Workers	• Increase of posts and followers.
Objective 1.2. Increase the capacity for all staff to improve their professional practice through ongoing coaching and relevant staff development using a variety of delivery options.			
1.2a Provide and promote professional learning opportunities to all faculty and staff in a variety of ways to meet their unique needs.	Ongoing	• LIT Department • Subject Matter Experts • IT Consultants • KnowledgeBase • Vendor Provided Training Materials	• Increase number of EDGE sessions, department training sessions and PD sessions • Increase completion and/or attendance • Analytics of Training Materials
1.2b Develop quality training modules that can be delivered through multiple delivery options.	Ongoing	• LIT Department • IT Consultants • KnowledgeBase • Vendor Provided • Training Materials • Subject Matter Experts	• Updated KnowledgeBase • Training Modules
1.2c Enhance the IT consultant program to include all campus departments.	Yearly review	• IT Consultants	• Published list of IT Consultants • Clear expectations of IT Consultants
1.2d Develop a training plan to allow consultants to meet the IT Consultant program expectations.	Summer 2019	• Training Coordinator • Subject Matter Experts	• Training Plan
1.2e Build stronger training skills for IT employees through training and professional development.	Fall 2020	• Subject Matter Experts • Training Resources • Professional Development Funding	• Create a training program
1.2f Improve on-boarding process for new faculty and staff relative to IT training and needs.	Fall 2019	• Help Desk Lead • Director of T&N	• On-boarding Process checklist

Infrastructure

Objectives & Action Steps	Time Frame	Resources needed	What will be visible results of implementation?
Objective 2.1: Establish a sustainable, secure, compliant, robust and reliable IT infrastructure that enables a consistent technology experience for all users.			
2.1a Assess wireless coverage and identify and fill in gaps.	Fall 2019	• $50,000 for AP's • Wireless Network Admin time	• Fill in all blue areas on the wireless heat maps
2.1b Evaluate the configurations and implement quality of service measures to optimize network efficiency.	Summer 2019	• Telecommunication & Networking Team time • Consultant funding.	• Improve network metrics
2.1c Develop a strategy for integration of personally owned devices to provide secure and effective access to enterprise data and services.	Fall 2020	• Intune licensing • Ongoing funding	• Intune enrollment available to the campus
2.1d Develop a cloud computing strategy based on benefits, return on investment, security, and data privacy risks.	Summer 2019	• Telecommunication & Networking Team time	• Creation of a Cloud Computing Strategy document
2.1e Achieve efficiencies in providing IT services leveraging virtualization and cloud-based technologies where and when appropriate.	Summer 2019	• Director of T&N time	• Creation of a Cloud Computing Strategy document that identifies cloud-based solutions.
2.1f Begin the migration of on premises infrastructure to a cloud hosted environment.	Summer 2021	• Telecommunication & Networking Team time • Azure • Ongoing funding	• 50% of the infrastructure in Azure
Objective 2.2: Achieve efficiencies in providing IT services leveraging virtualization and cloud-based technologies where and when appropriate			
2.2a Continue communication and training efforts to demonstrate the capabilities of the voice solutions.	Fall 2019	• Training materials • Video for future trainings • Director of T&N • LTS Team time	• New training modules
2.2b Increase awareness of the value of proactively working with IT when considering new technology purchases.	Spring 2020	• Purchasing Director • Director of T&N • CIO	• Purchase request process updated to include IT.

Innovation

Objectives & Action Steps	Time Frame	Resources needed	What will be visible results of implementation?
Objective 3.1 Advance the academic mission of the University through innovative and effective technologies, resources and services.			
3.1a Develop a structure for promoting and supporting innovation.	Ongoing	• LTS Group • Infrastructure resources • Opportunities for learning about innovative ideas • Spotlight ideas • Research and Sponsored Programs • IT Connection & Newsletter • Communication Coordinator	• Pilot Projects • Spotlight Projects
3.1b Develop a roadmap to guide faculty and student adoption of innovative technology.	Fall 2020	• LTS Team • Infrastructure • Communication Coordinator	• Finalized Roadmap
3.1c Keep core systems modernized to enhance and maximize user experience.	Ongoing	• Infrastructure • Ongoing funding	• Applications that are compatibility, mobile friendly, intuitive and fully functional. • Training provided
3.1d Investigate solutions towards providing a "single pane of glass" experience for employees and students to be able to use one system to interface with many.	Aspirational	• Continued Research Developers • Ongoing funding	• Increase of integration between programs
Objective 3.2 Foster a mindset of technology innovation and collaboration to leverage ideas.			
3.2a Pursue and encourage internal and external grant writing for innovative projects.	Spring 2020	• External grant opportunities • Faculty • Ongoing funding	• Database of grant opportunities
3.2b Develop an innovation grant program for faculty.	Spring 2021	• ORSP • LTS Team • IT Leadership	• Written Grant Proposal Plan • Identified Funding Source
3.2c Build a culture of innovation and exploration across both IT and our faculty.	Ongoing	• Professional Development • Relationships with external industries and Higher Ed • Dedicated staff time • Program Advisory Boards (Alumni) • Innovation Playgrounds	• Highlighted innovative ideas • Scheduled time for exploration
3.2d Provide training and professional development opportunities around innovative initiatives.	Ongoing	• Training Coordinator • Innovation Playgrounds	• Scheduled training events

Security

Objectives & Action Steps	Time Frame	Resources needed	What will be visible results of implementation?
Objective 4.1. Strengthen the overall data security posture by enhancing business practices to ensure consistent data security practices are in place throughout the community.			
4.1a Provide guidelines for purchasing systems that follow campus security policies.	Spring 2020	• Purchasing Director • Director of T&N • CIO	• Updated purchasing form and process inclusive of IT. • Creation of a web form and work flow process
4.1b Implement a data governance structure for the management and documentation of campus data.	Spring 2020	• Data Management Committee • CIO • Data Policy Committee • Director of T&N • All Senates • Cabinet • Campus Policy Committee	• Data Governance Policy
4.1c Develop a process for the management of non-standard accounts.	Fall 2019	• Director of T&N • System • Identity Management Team	• A defined process
Objective 4.2. Implement privacy and security tools to protect the identities of campus users and moderate and high-risk data.			
4.2a Implementation of multi-factor authentication for access to high risk data.	Spring 2020	• All LIT Department • Ongoing funding	• All users with access to high risk data will be set up for multi-factor authentication. • All new systems will use multi-factor authentication at inception.
4.2b Deployment of advanced phishing and malware detection and suppression tools to decrease the number of compromised accounts.	Spring 2019	• Microsoft ATP Licensing • Client Services • Communication Coordinator • Telecommunication and Networking	• New Tools are deployed • Decrease number of phishing and malware.
4.2c Implement a log aggregation tool to better track and investigate security vulnerabilities and incidents.	Summer 2019	• Ongoing funding for Splunk • Telecommunications and Networking	• Splunk enterprise enabled and aggregating multiple log sources
4.2d Evaluate and implement a software and asset management tool to gain a better insight into potential vulnerabilities.	Fall 2021	• System Asset Policy • Telecommunications and Networking • Client Services • Funding for asset management solution	• The implementation of a software and asset management tool
4.2e Research and implement a privileged access management tool	Spring 2020	• Telecommunications and Networking • Client Services • Funding for PAM tool	• Implementation of privileged access management tool on desktop computers.

Objective 4.3. Design and implement ongoing data security awareness campaigns for all levels of the University community.			
4.3a Educate faculty and staff regarding the value and importance of security compliance along with the expectations, practices, and policies in support.	Ongoing	- Training Coordinator - Subject Matter Experts - Training Resources	Updated Security Website with informational resources
4.3b Increase participation in security awareness offerings.	Winter 2019	- Training Coordinator - Professional Development Offerings (Edge, PD, annual required training)	Increase compliance percentage and increase attendance at other training opportunities
4.3c Partner with the campus to explore creative opportunities to develop a comprehensive and ongoing security campaign.	Winter 2019	- Communication Coordinator - Subject Matter Experts - Training resources - Student Life and Services - Marketing - Support from Student Work - UW-System	Increase the amount of documentation, information and communication related to security
4.3d Explore appropriate channels to inform and educate students about information security.	Ongoing	- Student Senate - Student Life and Services - Life@Stout - Communication Coordinator - Social Media	New student training opportunities/materials are made available

Service

Objectives & Action Steps	Time Frame	Resources needed	What will be visible results of implementation?
Objective 5.1. Improve our customers' understanding of the services and support available.			
5.1a Increase awareness of IT consultant program and the services that the program provides.	Fall 2019	• IT Consultants • Communication Coordinator	• Meeting attendance • Communication documents
5.1b Create a marketing plan for the faculty/staff and events loaner program	Summer 2019	• Communication Coordinator	• Annual evaluation • Marketing plan
5.1c Increase awareness of the value of proactively working with IT when considering new technology purchases.	Fall 2019 and ongoing	• IT Consultants • IT Leadership Team • Procurement Director	• All purchases have had IT involvement
5.1d Improve the branding of the LIT department and technology helpdesk.	Winter 2019	• Marketing • Communication Coordinator	• Consistent branding of our services
5.1e Establish a project process that enables effective project planning, resource management, status transparency and successful project delivery	Summer 2019	• LIT Directors • Communication Coordinator • Project Leads • Ongoing funding for Project Manager	• Implemented Project Management process and project portfolio
5.1f Consider alternative helpdesk locations	Spring 2020	• Facilities Management • IT Leadership Team • IT Advisory Committees • One-time funding	• Recommendation of location(s)
Objective 5.2. Establish service management and communication processes to facilitate transitions and routine activities			
5.2a Create processes and procedures to improve end user experience.	Ongoing	• Helpdesk Lead • IT Consultants • KnowledgeBase • Ongoing funding for IT Service Management Software	• Creation of processes & procedures, • New IT Service Management Software
5.2b Improve the IT on-boarding process.	Summer 2019	• Human Resources • IT Consultants • IT Leadership Team	• Onboarding Checklist • Document onboarding procedures
5.2c Update and standardize KnowledgeBase articles	Fall 2019	• IT Staff • IT Leadership Team • KnowledgeBase User Group	• Updated Knowledge Base
5.2d Create an implementation plan for faculty/staff laptop purchases including an evaluation of the need for choice, standard laptop models, stakeholder analysis, annual review process, and a marketing plan	Spring 2019	• IT Consultants • Lab & Software Team	• Standard laptop models select • Exception process • Order form includes comparison sheet • Annual review

Objective 5.3. Ensure a strong, knowledgeable IT workforce capable of achieving the information technology goals			
5.3a Evaluate tier 1 support for technical, troubleshooting, communication, and customer service skills and then develop a training plan	Summer 2020	- Helpdesk Lead - IT Leadership Team - IT Consultants - IT Service Management Software	Scripts for intentional communication
5.3b Evaluate student worker program to identify training needs and opportunities for expansion	Spring 2020	- Client Services Team - KnowledgeBase - IT Service Management Software	- Increased number of tickets closed by student workers - Reduced escalated tickets
5.3c Evaluate training needs for the consultants (soft & tech skills)	Fall 2019	- IT Consultants - Employee performance reviews - Training Coordinator - Training opportunities - Funding for Professional Development	- Performance Reviews - Identified goals - Increased training attendance

Teaching and Learning

Objectives & Action Steps	Time Frame	Resources needed	What will be visible results of implementation?
Objective 6.1: Improve support of faculty in the creation, implementation, and use of effective and innovative teaching techniques through technology.			
6.1a Implement standardized classroom technology in instructional spaces.	Fall 2021	• Classroom Technology Specialists • Ongoing Funding for Classroom & Lab Modernization • Academic department funding • Technology procurement process	• Standard classroom configuration • All spaces have digital connections
6.1b Provide documentation, training and support of classroom technology.	ongoing	• KnowledgeBase • IT Consultants • Training Coordinator • Classroom Technology Specialists	• Current KnowledgeBase articles • In classroom visuals • Training sessions
6.1c Explore and develop a plan to utilize alternative, non-traditional, and virtual environments.	Fall 2022	• Professional development • Research • Dedicated time • IT Consultants • Classroom Technology Specialists • Infrastructure team	• Alternative educational environment plan
6.1d Coordinate with campus stakeholders to create a support system enabling instructors to teach quality online courses.	Spring 2020	• LTS Consultants • Stout Online ID Team • NTLC • Provost's Office • Quality Matters • OLC • Staff Development Opportunities	• Course Checklist/Rubric • Course Templates • Professional Development Opportunities
Objective 6.2: Provide technologies and processes that enhance the learning experience of students.			
6.2a Create a gap analysis to determine student printing needs.	Spring 2020	• IT Consultants • SSA • Student Life Services • Communication Coordinator	• Completed gap analysis

6.2b Work with campus stakeholders to address identified student printing needs.	Fall 2021	• IT Consultants • SSA • Student Life Services • Communication Coordinator • Academic Departments • Ongoing funding	• Student printing needs are met
6.2c Evaluate the function, audience and purpose of the eStout program and how it supports teaching and learning.	Fall 2020	• Evaluation tools • Stakeholder Focus groups • SSA • Review similar programs • Academic departments	• Summary report and plans for improvement
6.2d Evaluate the function, audience and purpose of campus computer labs and their support of teaching and learning.	Fall 2020	• Evaluation tools • Stakeholder Focus groups • SSA • Review similar programs • Academic departments	• Summary report and plans for improvement

UW-Stout IT Strategic Plan Goals

Teaching and Learning

Provide leadership and guidance to the campus in technology implementation and utilization to effectively enhance teaching, learning, research and administrative processes. Empower students to achieve academic success by ensuring the infrastructure, tools, software and support are available to support the variety of learning opportunities available to students in a digital learning environment.

Communication & Training

Foster an environment that promotes effective internal and external communication that ensures service and project communications are well coordinated, accurate, consistent, timely and responsive to the needs of intended audiences. Providing training through high-quality learning activities and resources that meet the unique needs of all learners.

Service

Provide responsive technical and instructional support to all users of technology at UW-Stout. Work to be proactive by providing resources, coaching, and just-in-time instruction to help users use new technologies in their unique environments.

Infrastructure

Build and maintain a sound, advanced, secure, and productive information technology infrastructure (including but not limited to facilities, hardware, networks, and software) capable of providing reliable, effective and sustainable services to all students, faculty, and staff throughout the institution, including remote university members.

Security

Provide reliable, secure, student-centered delivery of services to the campus community. Provide all users a comprehensive range of resources, trainings, and services available to build their awareness and capacity to follow security policies and procedures effectively.

Innovation

Value the pursuit of innovation, technology and sustainability with a constant eye to the future. Support the University's mission by encouraging and promoting new and transformative technologies.

IT
Information Technology

UNIVERSITY OF WISCONSIN
STOUT
WISCONSIN'S POLYTECHNIC UNIVERSITY

UW-Stout IT Strategic Plan Objectives

Information Technology is integral to the mission of UW-Stout and is a critical component in how we support our faculty, students, and staff on and off campus.

UW-Stout Mission: University of Wisconsin-Stout is a career-focused, comprehensive polytechnic university where diverse students, faculty and staff integrate applied learning, scientific theory, humanistic understanding, creativity and research to solve real-world problems, grow the economy and serve a global society.

Goals	Objectives	
Communication and Training	1.1 Leverage StoutCloud, social media, and mobile technologies, multiple methods of communication to provide effective and consistent content delivery.	**Mission** *Learning and Information Technology is UW-Stout's steward of technology in support of education. We are committed to providing and maintaining secure, high-quality, reliable, and a flexible solutions in alignment with UW-Stout's mission and vision.*
	1.2 Increase the capacity for all staff to improve their professional practice through ongoing coaching and relevant staff development using a variety of delivery options.	
Infrastructure	2.1 Establish a sustainable, secure, compliant, robust and reliable IT infrastructure that enables a consistent technology experience for all users.	
	2.2 Provide a robust and reliable voice communications infrastructure.	
Innovation	3.1 Advance the academic mission of the University through innovative and effective technologies, resources and services.	
	3.2 Foster a mindset of technology innovation and collaboration to leverage ideas.	**Vision** *Learning and Information Technology will provide strategic, innovative technology solutions to advance teaching, learning and administrative practices and act as trusted partner, advisor, and leader in the Stout community.*
Security	4.1 Strengthen the overall data security posture by enhancing business practices to ensure consistent data security practices are in place throughout the community.	
	4.2 Implement privacy and security tools to protect the identities of campus users and moderate and high-risk data.	
	4.3 Design and implement ongoing data security awareness campaigns for all levels of the University community.	
Service	5.1 Improve our customers' understanding of the services and support available	*Values* *Customer Service* *Communication* *Collaboration* *Leadership* *Reliability* *Stewardship*
	5.2 Establish service management and communication processes to facilitate transitions and routine activities	
	5.3 Ensure a strong, knowledgeable IT workforce capable of achieving the information technology goals	
Teaching and Learning	6.1 Improve support of faculty in the creation, implementation, and use of effective and innovative teaching techniques through technology.	
	6.2 Provide technologies and processes that enhance the learning experience of students.	